## FRONT OFFICE DEPARTMENT PULLMAN CIAWI VIMALA HILLS RESORT SPA & CONVENTION



MBKM REPORT

Dara Maria 00000059211

HOTEL OPERATIONS PROGRAMS FACULTY OF BUSINESS UNIVERSITAS MULTIMEDIA NUSANTARA TANGERANG 2024

## FRONT OFFICE DEPARTMENT PULLMAN CIAWI VIMALA HILLS RESORT SPA & CONVENTION



### MBKM REPORT

Proposed to Fulfill the MBKM Course

Dara Maria 00000059211

# HOTEL OPERATIONS PROGRAMS FACULTY OF BUSINESS UNIVERSITAS MULTIMEDIA NUSANTARA TANGERANG 2024

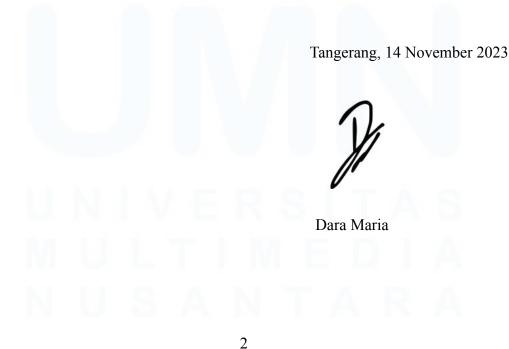
### **NON - PLAGIARISM STATEMENT**

I hereby,

Full Name	: Dara Maria
Student ID	: 00000059211
Study Program	: Hotel Operations

state that the MBKM Report titled:

Internship Program in Front Office Department, Division at Guest Relation Officer in Pullman Ciawi Vimala Hills is the result of my own work. Is the result of my own work. It is not plagiarism nor written by anyone else, and all quoted and referenced sources have been correctly stated and included in the Bibliography.Should it be proven that there is fraud / irregularities in my paper, both related to the MBKM process or report writing, I am willing to accept the consequence of being declared NOT PASS for the MBKM Course that I have taken. I will also bear all legal consequences against me and will not involve Universitas Multimedia Nusantara, regarding the act of plagiarism.



### **CONSENT PAGE**

Internship report with title of

## "FRONT OFFICE DEPARTMENT PULLMAN CIAWI VIMALA HILLS RESORT SPA & CONVENTION"

	By:
Name	: Dara Maria
Student ID	: 00000059211
Program	: Hotel Operations
Facility	: Business

Has been approved to be submitted to Internship Examination Session Universitas Multimedia Nusantara

Tangerang, 12 Maret 2024

Advisor,

Yoanita Alexandra, S.E, B.A, M. Par (NIDN.0313089201)

Head of Hotel Operations,

awira, S.ST. M.Si.Par ke (NIDN.0428108007)

### VALIDATION PAGE

The thesis titled:

## FRONT OFFICE DEPARTMENT PULLMAN CIAWI VIMALA HILLS RESORT SPA & CONVENTION

By

: Dara Maria
: 00000059211
: Hotel Operations
: Business

Has been tested on 12 March 2024, from 10.30 to 11.00, and was stated

PASSED

with the order of examiners as follows:

Advisor,

Yoanita Alexandra, S.E., B.A., M. Par (NIDN.0313089201)

÷

Examiner,

awira, S.ST, M.Si.Par Oake (NIDN.0428108007)

Head of Hotel Operations,

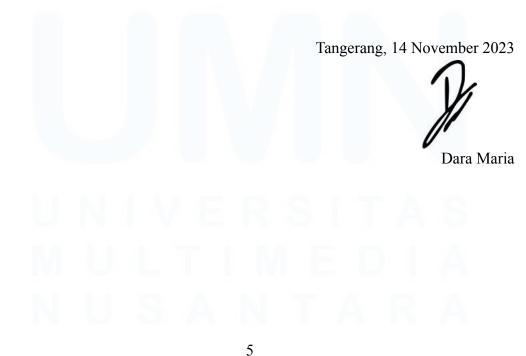
awira, S.ST, M.Si.Par (NIDN.0428108007)

### APPROVAL PAGE FOR PUBLICATION OF SCIENTIFIC WOK FOR ACADEMIC PURPOSE

As a member of the academic community of Universitas Multimedia Nusantara, Hereby I:

Full Name	: Dara Maria
Student ID	: 00000059211
Study Program	: Hotel Operations
Faculty	: Business
Type of Work	: Internship Report

For the development of knowledge agree to give to Universitas Multimedia Nusantara a (Non-exclusive Royalty-Free Right) on my scientific work entitled: Front Office Department Pullman Ciawi Vimala Hills Resort, Spa & Convention, along with existing devices (if needed). With this Non-exclusive Royalty Free Rights, Universitas Multimedia Nusantara has the right to store, transfer media/format, manage in the form of database, maintain, and publish my final project as long as it still lists my name as the writer/creator and as the Copyright owner.

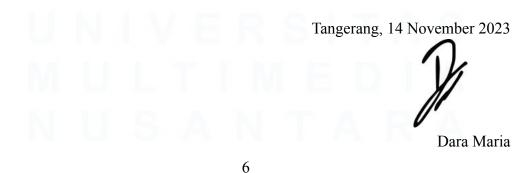


#### PREFACE

Praise and thanks to God Almighty for his blessing and grace the writer was able to compile and complete this report and the Field Work Practice program that was carried out for 6 months at the Pullman Ciawi Vimala Hills hotel well and on time according to the time that was determined. The preparation of this report aims to fulfill the requirements in completing the field work practice program. Not to forget, the author would like to thank all parties who have helped and supported the author in working on this report, and have also provided guidance during the work practice, as follows:

- 1. Dr. Ninok Leksono, M.A as the rector of Universitas Multimedia Nusantara
- 2. Dr. Florentina Kurniasari T., S.Sos, M.B.A as the dean of the faculty Universitas Multimedia Nusantara
- 3. Mr. Oqke Prawira, S.ST,M.Si.Par as the Head of the Study Program at Universitas Multimedia Nusantara.
- 4. Ms. Yoanita Alexandra S.E, B.A, M Par as the advisor who has devoted a lot of time to provide guidance, direction, and motivation for the completion of this Internship Report
- 5. To my Manager Quality and my Supervisor at Pullman Ciawi, Mr. Lucky Fadillah and Ms. Jannie
- 6. To all the staff at Pullman Ciawi that has teached and guide the writer during the internship
- 7. My parents, family, and friends who have supported the writer to complete this Internship Report

The author realizes that there are still many shortcomings and errors in writing this report. Therefore, constructive criticism and suggestions are highly expected for the perfection of this report. Finally, the author hopes that this report can be useful and can be a reference for everyone.



Front Office Departement Pullman Ciawi Vimala Hills, Dara Maria, Universitas Multimedia Nusantara

#### FRONT OFFICE DEPARTMENT

#### PULLMAN CIAWI VIMALA HILLS RESORT SPA &

#### CONVENTION

#### Dara Maria

#### ABSTRAK

Program magang ini dilakukan untuk memenuhi syarat kelulusan di Universitas Multimedia Nusantara, program magang ini diadakan pada semester kelima dengan masa praktek selama 6 bulan penuh di hotel. Dengan adanya program magang yang diselenggarakan oleh Universitas Multimedia Nusantara penulis pun mendapatkan pelajaran teori maupun praktek langsung dari dunia perhotelan. Penulis melakukan program magang selama 6 bulan di Pullman Ciawi Vimala Hills, penulis memulai magang dari 1 Agustus 2023 sampai dengan 31 Januari 2024 di department front office, dengan melakukan program magang di department front office ini penulis mendapatkan pembelajaran baru seputar dunia perhotelan, penulis mendapatkan pengetahuan praktek lebih dari industri perhotelan, penulis mendapatkan tanggung jawab untuk menyelesaikan tugas dari hotel sebagai trainee di Pullman Ciawi Vimala Hills. Selama melakukan program magang ini ada beberapa pengalaman yang baru dan juga permasalahan yang penulis hadapi dan akan dituliskan dalam laporan ini. Dengan adanya program magang dari Universitas Multimedia Nusantara ini penulis membikin laporan ini untuk memenuhi syarat kelulusan, dan untuk memberikan informasi bagi mahasiswa dan mahasiswi yang baru memulai program magang di industri perhotelan.

Kata kunci: Industri perhotelan, program magang, front office, dunia perhotelan



Front Office Departement Pullman Ciawi Vimala Hills, Dara Maria, Universitas Multimedia Nusantara

### FRONT OFFICE DEPARTMENT

### PULLMAN CIAWI VIMALA HILLS RESORT, SPA &

#### **CONVENTION**

Dara Maria

#### ABSTRACT

This internship program is carried out to fulfill the graduation requirements at Multimedia Nusantara University. This internship program is held in the fifth semester with a practical period of 6 full months at the hotel. With the internship program organized by Multimedia Nusantara University, the author also received theoretical and practical lessons directly from the world of hospitality. The author did an internship program for 6 months at Pullman Ciawi Vimala Hills, the author started an internship from 1 August 2023 to 31 January 2024 in the front office department, by doing an internship program in the front office department the author gained new learning about the world of hospitality, the author gained knowledge practice more from the hotel industry, the author got the responsibility to complete assignments from the hotel as a trainee at Pullman Ciawi Vimala Hills. During this internship program there were several new experiences and problems that the author faced and will be written about in this report. With the existence of an internship program from Multimedia Nusantara University, the author created this report to fulfill graduation requirements, and to provide information for students who have just started an internship program in the hotel industry.

Keywords: Hotel industry, internship program, front office, hotel world



Front Office Departement Pullman Ciawi Vimala Hills, Dara Maria, Universitas Multimedia Nusantara

## **TABLE OF CONTENT**

TITLE PAGE	i
NO PLAGIARISM STATEMENT	ii
CONSENT PAGE	iii
VALIDATION PAGE	iv
APPROVAL PAGE FOR PUBLICATION OF SCIENTIFIC	WORK FOR
ACADEMIC PURPOSE	v
PREFACE	vi
ABSTRAK	vii
ABSTRACT	viii
TABLE OF CONTENT	ix
LIST OF TABLES	xi
LIST OF PICTURES	xii
LIST OF APPENDIX	xiii
CHAPTER I PREFACE	14
1.1 Background	14
1.2 Internship Aims and Objectives	15
1.3 Time and Procedure of Internship	15
CHAPTER II COMPANY OVERVIEW	16
2.1 Hotel Profile	16
2.1.1 History of Accor	16
2.1.2 History of Pullman Ciawi Vimala Hills	16
2.1.3 Vision and Mission	17
2.1.4 Hotel Facilities	17
2.2 Organizational Chart	26
CHAPTER III INTERNSHIP IMPLEMENTATION	27
3.1 Internship Implementation	27
3.2 Daily Task GRO (Trainee)	28
3.3 Challenges Faced	32
3.4 Problem Solving	32
CHAPTER IV CONCLUSION AND RECOMMENDATION	33
0	

Conclusion	33
Recommendation	33
REFERENCE	34
APPENDIX	35



## LIST OF TABLES

Tabel 2.1 Room Type	21
Tabel 2.2 Meeting Rooms	22
Tabel 2.3 Restaurants	24
Table 2.4 Leisure Facilities	25
Table 3.1 VIP Vouchers	28



## LIST OF FIGURE

Figure 2.1 Deluxe Room	18
Figure 2.2 Deluxe Garden Access	18
Figure 2.3 Executive Room	18
Figure 2.4 Deluxe Pool Access	19
Figure 2.5 Suite Room	19
Figure 2.6 Executive Suite Room	19
Figure 2.7 Studio Villa	20
Figure 2.8 2 Bedrooms Villa	20
Figure 2.9 3 Bedrooms Villa	20
Figure 2.10 Junior Presidential Villa	21
Figure 2.11 Presidential Villa	21
Figure 2.12 Grand Ballroom	21
Figure 2.13 Meeting Room	22
Figure 2.14 Chill Out Area	22
Figure 2.15 Kayu Manis Garden	22
Figure 2.16 Damar Restaurant	23
Figure 2.17 Padi Restaurant	23
Figure 2.18 Mad Cow	23
Figure 2.19 Salak Bar	24
Figure 2.20 Family Pool	24
Figure 2.21 Padi Pool Bar	24
Figure 2.22 Infinity Pool	25
Figure 2.23 Kids Playground	25
Figure 2.24 Art Play	25
Figure 2.16 Organization Charts	26
Figure 2.17 Hotel Maps	36
Figure 2.18 Hotel Maps	36
Figure 2.19 Hotel Logo	36
Figure 3.1 Members Benefit	28
Figure 3.2 Voucher Member	29
Figure 3.3 Photo Voucher	29
Figure 3.4 Welcome Drink	30
Figure 3.5 Platinum and Diamond Voucher	30
Figure 3.6 Spa Voucher	30

## LIST OF APPENDIX

A.	Appendix A	36
В.	MBKM-01 Cover Letter MBKM Internship Track 1	37
C.	MBKM-02 Internship Track 1 Card	38
D.	MBKM-03 Daily Task - Internship Track 1	39
E.	Turnitin Result	55

